

Kane County Law Library & Self Help Legal Center

eFiling Policy

1 May 2019

Adhering to the mission of the Kane County Law Library & Self Help Legal Center (KCLL) to provide outstanding service, recognizing, supporting, and furthering open and equal access to the legal system, the KCLL staff will, to the best of their ability, assist eFilers with technical questions.

Though the eFile system may be accessed from any open internet connection, for the convenience of those needing to eFile, the KCLL provides dedicated scanners and open internet computers within the Law Library.

The eFile system is not under the purview of the KCLL, nor are any of the associated vendors. The staff may have limited ability to assist in circumstances of vendor software issues. It will be the responsibility of the patron to contact the appropriate vendor in such instances.

Due to the sensitive nature of passwords, billing information, and filing content, the KCLL staff will not eFile on behalf of, nor create accounts for, eFilers.

If other patrons are waiting, staff may excuse themselves from eFiling questions to assist others. Priority should be given to those patrons with non-eFiling questions.

KCLL staff are not obligated in any way to stay past normal stated Law Library business hours to assist with eFiling. All Law Library computers will be shut down promptly at the stated closing time.